



Ottawa Food Bank  
La Banque d'alimentation d'Ottawa

# VOLUNTEER IMPACT REPORT 2025

A LIGHT THROUGH CRISIS







**Rachael Wilson**  
Chief Executive Officer  
Ottawa Food Bank

You are our **'light'**  
through this  
crisis.

## A MESSAGE FROM OUR CEO

To Ottawa's Best Volunteers,

'Crisis' was a word used often by the Ottawa Food Bank this past year.

Food bank visits in our city reached crisis levels, at over 556,000 annual visits, more than a third of which were children. A cost-of-living crisis and a housing crisis meant that more of our neighbours turned to food banks this year. In times of 'crisis,' where so much can feel hopeless, you have shone through as champions of hope, showing us and our community that we are not alone in this fight against food insecurity.

Volunteers are the foundation of the Ottawa Food Bank, without whom we simply could not do our vital work. You have ensured that our essential services continue to be there for the network of 98 food programs we work with, and their visitors.

In these challenging times, we know that no one is immune to economic pressures, and yet you continue to give your time and talents to help your community. We are honoured that you choose to spend your time and energies supporting the Ottawa Food Bank network.

Together, we have achieved so much. We have moved millions of pounds of food through our warehouse, ensuring that food bank visitors have healthy, nutritious food for their families.

We have harvested thousands of pounds of produce on our Community Harvest Farm, increasing our ability to provide families and individuals with fresh, otherwise expensive, fruit and vegetables. We have delivered thousands of food hampers to homes across the city, so that no one is left behind. We have answered countless calls for help and support, reaffirming our commitment as a resourceful and compassionate hub that our partners and neighbours can rely on.

Our community faces many challenges. But, together, we are thousands strong. Thanks to volunteers like you, a food secure Ottawa is possible. You are our 'light' through this crisis.

On behalf of the 98 emergency food programs we work with, and the thousands of people who will turn to a food bank this year, thank you for your incredible generosity and dedication. We are beyond grateful for your gifts.

**Rachael Wilson**  
Chief Executive Officer  
Ottawa Food Bank



# A MESSAGE FROM OUR VOLUNTEER RESOURCES TEAM



ADAM JANES

Coordinator, Volunteer Resources

JO-ANNE TURPLE

Manager, Volunteer Resources

As a volunteer and supporter of the Ottawa Food Bank, you know that it has been a challenging few years for many of our community members struggling with food insecurity. With that in mind, each one of our volunteers has risen to the challenge, supporting our neighbours and joining our mission to end food insecurity.

As shared in the annual [Ottawa Hunger Report](#), and the [Year in Review](#), the Ottawa Food Bank's network of food programs supported a staggering 556,232 visits. At the same time, we experienced the most extensive volunteer effort in the history of the Ottawa Food Bank, both in depth and quality. Your volunteer support is a bright spot – a light, if you will – during these difficult times.

As your Volunteer Resources Team, we are continually inspired by the passion of our volunteers who are eager to play a role in supporting our neighbours and in supporting what we do at the Ottawa Food Bank. Without you, we simply could not sort, grow, or distribute food, support neighbour inquiries, raise funds, and more. You are vital to how we work, and you do so with utmost compassion and care.

As we reflect on volunteer impact, we are deeply grateful for the unwavering support of those who continue to be a cornerstone of our work.

Together, we are building a stronger, more resilient community, and we look forward to continuing this important journey with you in the year ahead. We look forward to continuing to find ways to engage, empower, and recognize some of the best volunteers in Ottawa.

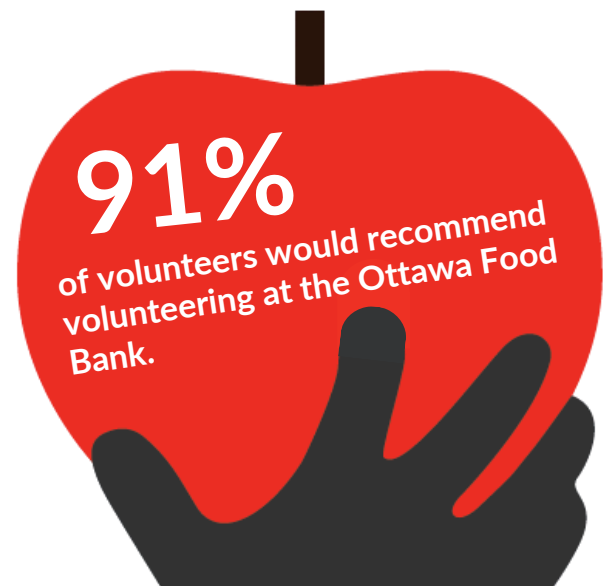
Thank you for being a part of our community!

We hope you see yourself in the following pages and are proud of your volunteer work with the Ottawa Food Bank.

With sincere appreciation on behalf of the Ottawa Food Bank,

Jo-Anne Turple, CVA  
Manager,  
Volunteer Resources

Adam Janes, CVA  
Coordinator,  
Volunteer Resources



# YOUR IMPACT

# BY THE NUMBERS.



## OTTAWA FOOD BANK VOLUNTEERS CONTRIBUTED

# 20,125 HOURS

A record-breaking year of food program usage was matched by a record-breaking year of volunteering at the Ottawa Food Bank.

In the 2023-2024 fiscal year, we saw the **highest number of volunteers** and the **largest volunteer hour contribution** in our 40-year history.

Together, volunteers helped us address the ever-growing demand on food banks by taking on multiple roles and devoting thousands of hours to the community.

*Total volunteer hours equal to over 12 full-time employees, increasing organizational capacity by approximately 15%!*

## THANK YOU TO OUR

# 2,640 VOLUNTEERS

*COMPARED TO THE PREVIOUS YEAR, there was an increase of over 300 individual volunteers, resulting in 2500 more volunteer hours!*

**LEARN MORE**  
ABOUT OUR VOLUNTEER PROGRAM!



[OTTAWAFOODBANK.CA/VOLUNTEER](https://ottawafoodbank.ca/volunteer)

# CORPORATE AND GROUP VOLUNTEERS



739 Total Farm  
Volunteers



94 Farm  
Groups



2,273 Farming Hours Given



1,149 Total  
Sorting Volunteers



142 Total  
Sorting Groups



3,403 Sorting Hours Given

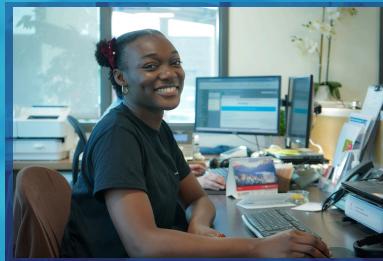
# CORPORATE AND GROUP VOLUNTEERS

Our 2023-2024 volunteer effort was strengthened by the enthusiastic participation of 236 groups of corporate and community volunteers, comprised of 1,888 individuals. Groups made up 28% of all volunteer hours. We thank each group for organizing their teams of volunteers, committing themselves to our mission, and taking the time to support the Ottawa Food Bank. Groups supported our Community Harvest Program at the Black Family Farm in Stittsville and Food Sorting at our 2001 Bantree Street Warehouse.

Adobe  
Amazon  
AMD Ottawa  
Akamai  
Amsted  
Apetito  
Apple  
Baird  
BMO Private Wealth  
Boehringer-Ingelheim  
Canada Life  
Canadian Medical Association  
Canon Canada  
Carleton University  
CF Rideau Centre  
CFS Leitrim  
Ciena  
Cisco  
Competition Bureau Canada  
Co-operators Insurance Company  
Craig Henry Community Association  
Definity Insurance  
Dell  
Delta Phi Epsilon  
Department of National Defence  
DOP Ottawa  
ecobee  
Economic Development Canada  
Enterprise  
Entrust  
Environment Canada  
Evolugen  
Facilisgroup  
Fast Track Staffing  
Festool  
First Capital  
First Place Alternate Program  
Flexera  
Fotenn  
Gartner  
Google  
Health Canada  
Hershey

Hyams Real Estate Group  
IFS  
InMotion  
Innovation, Science & Economic Development  
Canada  
Intact Insurance  
Intouch Insight  
Irdeto  
Jacobs  
Jericho Road  
Kanata Blazers  
Keller Williams Integrity Realty  
Knights of Columbus  
Korean Presbyterian Church  
LifeWorks  
Lightspeed  
Lumentum  
Magenta  
Martello  
Mattamy Homes  
Maverick Goldrush  
McMillan LLP  
MD Financial Management  
Medical Council of Canada  
Minto Group  
Mondeau Bathroom & Kitchen  
Mondelēz International  
Moz Group  
Mr. Lube  
NAV CANADA  
Norman Johnson Alternate Program  
Novozymes Canada  
numbercrunch inc.  
O'Dell HVAC Group  
Oegema, Nicholson & Associates Insurances  
Brokers  
Office of the Procurement Ombudsman  
OPS Human Resources  
Opti9 Technologies  
Ottawa Community and Social Services  
Ottawa Community Housing  
Ottawa International Airport Authority  
Ottawa Sting  
Ottawa Korean Community Church

Pay It Forward  
Payments Canada  
Perkins&Will Architects  
Plan Group  
Pomerleau  
Privacy Analytics  
Privy Council Office  
Public Health Agency of Canada  
Raymond James Ltd  
RBC Dominion Securities  
Recollective  
Robert Half Management Resources  
Rogers  
Run With It Basketball  
Salesforce  
SAS Institue  
Schneider Electric  
seoplus+  
ServiceNow  
Si Systems  
Snyk  
South Congregational Church  
Stantec  
Starbucks  
Stoneworks Technologies  
Survey Monkey  
Takeda  
TD Bank  
TD Wealth Financial Planning  
Telus  
Thales  
The Growcer  
The Rideau Club  
Threekit  
Tiree  
Treasury Board of Canada Secretariat  
Turner & Townsend  
Tzu Chi Canada Foundation Ottawa  
University of Ottawa  
Victor Insurance  
Walker Real Estate Group  
Windmill Developments  
Zinati Realty



# OUR VOLUNTEER COMMUNITY

In addition to contributing over 20,000 hours, many volunteers are also funders and donors, advocates in our fight against food insecurity, and overall supporters of the Ottawa Food Bank.

For Ottawa Food Bank volunteers, the commitment to create a healthier city extends beyond the walls of our Warehouse. We thank each of our volunteers for the ways they give beyond volunteering to the Ottawa Food Bank and the network.





# OUR VOLUNTEER COMMUNITY



## SPOTLIGHT: ALAIN M.

Written by: Kevin Brown

**A key Ottawa Food Bank Administrative Support Volunteer is Alain Marcotte.**

He recently retired after 31 years with the federal government. His last posting was Director-General (Finance) with the Environment Department.

Alain says his administrative and leadership career made him a good fit as an Administrative Support Volunteer with the Ottawa Food Bank.

"I feel when my weekly shift is over that I have contributed in a positive way to help the [Ottawa] Food Bank fulfill its mandate. I particularly feel good because I utilize the skills I learned and developed over three decades with the federal government, to support my volunteer work with the [Ottawa] Food Bank.

Specifically, I have been working with the Warehouse team to develop a much more effective data-system for inventory management, knowing more about what food donations are in the warehouse, when they arrived, what the food and packaging dates are, and what food items are requested by the community food banks. I have worked with them to improve their software and systems, and it has been extremely rewarding."

When he is not working on the Warehouse data-system, Alain opens mail, processes cash donations, answers inquiries from three different email addresses, answers the Ottawa Food Bank phone, and helps with mass mailouts; and because he is bilingual, he is a go-to person to answer phone calls and emails in French.

"I feel as though I have found a new calling here at the Ottawa Food Bank. I feel incredibly good about what I can contribute to support the staff, volunteers, and the corporate and community contributors. I knew I wanted to replace my career and work-life with something equally fulfilling and meaningful in my retirement life and the [Ottawa] Food Bank has given me that opportunity."

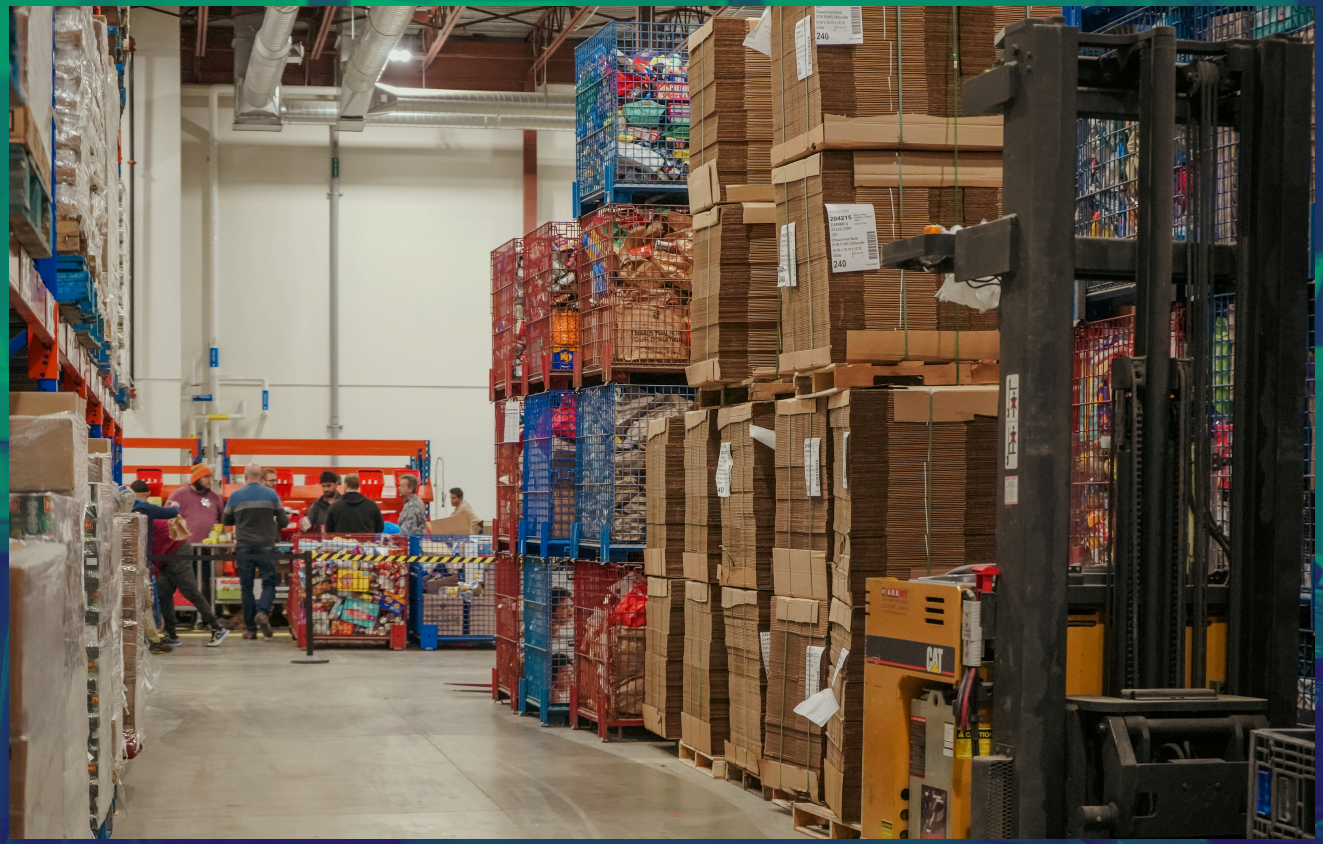
## ABOUT KEVIN BROWN

*Kevin joined Ottawa Food Bank's volunteers, in semi-retirement, as a seasoned Public Relations and Communications professional. He sought a flexible volunteer role with the Ottawa Food Bank and was excited to take on the role of capturing volunteer stories to have as assets to share and celebrate volunteering, effectively enhancing the Ottawa Food Bank's capacity for recognition.*

*Beyond this effort, Kevin has also become an active and engaged Special Events volunteer who has been a great personality and presence at events in the community.*



Read more volunteer stories at [ottawafoodbank.ca/volunteer](http://ottawafoodbank.ca/volunteer)



# DRIVING OUR MISSION

Learn how Ottawa Food Bank volunteers contributed to the organization over the 2023-2024 fiscal year.



# DRIVING OUR MISSION



## FOOD SORTING

**8,583,775 POUNDS**  
*of food and goods  
distributed to the  
network*



Achille Kansmugire  
Warehouse Coordinator

"Over \$11 million of food was donated to the Ottawa Food Bank last year.

Without our Food Sorting volunteers, we would not be able to organize, package, and deliver our most needed food items and more to the community.

Whether you are a regular, weekly volunteer, or you have come one-time with a group, you have made a vital impact in helping us ensure that healthy, nutritious food reaches the network.

Thank you."

"The Community Harvest farm is indebted to our dedicated volunteers who contributed nearly 6,000 hours of service.

You are the engine that powers our farm! With your support - from seeding, to weeding, to harvest - we exceeded our 2024 goals and produced nearly 153,000 lbs of fresh, healthy produce for the community.

Thanks again, volunteers, for literally getting your hands dirty in the name of food security.

See you on the farm in 2025!"



## COMMUNITY HARVEST FARM

**23**

*different crops  
grown*

**152,992 POUNDS**

*of fresh food  
harvested*



Tom Robson  
Coordinator, Community Harvest

Jason Gray  
Manager, Community Harvest



## HOME DELIVERY

**3,507**  
*deliveries*

**11,872 KM**  
*driven*



Chris Kennedy  
Manager, Operations

"Volunteers that support Ottawa Food Bank's Home Delivery Program help ensure that individuals and families that are unable to physically attend their designated food programs are cared for.

This supports our neighbours, and it supports the network by reaching community members in an accessible way.

Volunteers are a friendly face who give their time on the frontlines and care to our neighbours."

# DRIVING OUR MISSION



## ADMINISTRATIVE



Cindy Warren  
Manager, Administrative and IT

1,102  
hours

"We are so grateful for the dedication, reliability, efficiency, and heart of our Administrative volunteers. Knowing that the reception desk is covered by a resourceful and friendly volunteer gives our admin staff peace of mind and much needed extra hands.

Whether it's answering emails, processing the mail, helping with a project, or welcoming visitors with a smile, you are an essential part of the administration team.

Thank you."

"Thank you to our incredible volunteers for investing their time and talent with our Community Engagement, Events, and Partnership team this year.

Your support helped boost our capacity, helping to raise more food and funds for our neighbours facing food insecurity at a time of great need.

Your dedication to our cause fuels our success.

Thank you to all who joined us this year!"



## COMMUNITY EVENTS

16

unique events supported

\$1,743,667

raised through Community Engagement and Events



Jessica Robson  
Manager, Community Engagement and Partnerships

## INVENTORY CONTROL

"Our Operations Administrative volunteers have played a key role in enhancing efficiencies across multiple areas of our work. We deeply appreciate the countless hours devoted, particularly in supporting day-to-day data entry tasks and the transitional deliverables of our Food Distribution Model updates. Thank you for your dedication and invaluable contributions to the Ottawa Food Bank and the community."

Travis Glavich, Manager, Inventory Control

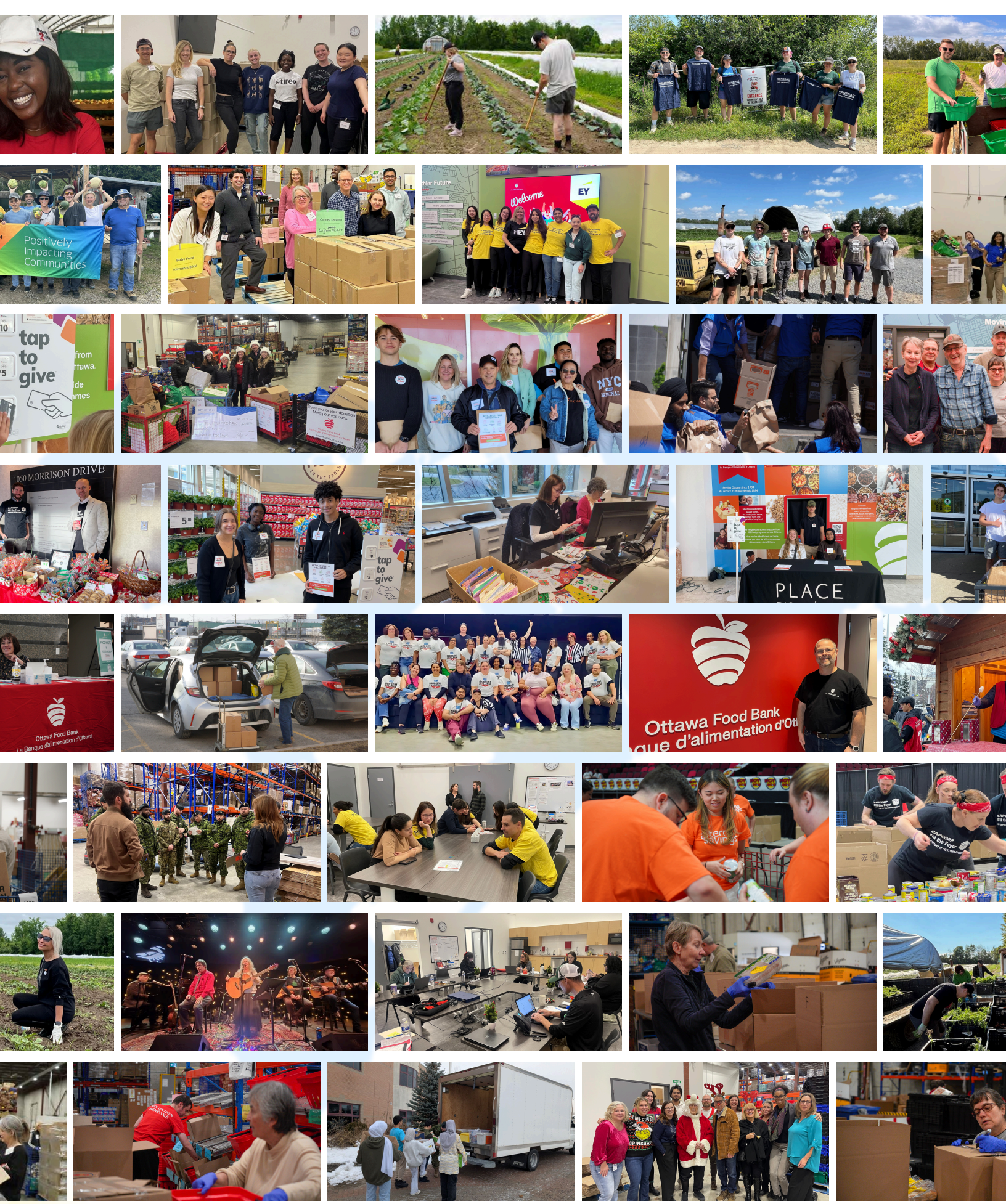
## DIRECT RESPONSE

"Our stewardship volunteers give their time to not only improve our donor experience but build our community!

Their energy, thoughtfulness, and ownership of this new volunteer role is appreciated greatly!

Thank you for being so engaged and kind!"

Heather Bruce, Coordinator, Fundraising



**THANK YOU  
TO ALL OF OUR  
VOLUNTEERS.**



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